



M E M O R A N D U M

**To:** Mr. James Diaz, Cluster Cluster Manager  
Hanford Workforce Service office 12655

**Date:** May 13, 2010

**File No.:** 74:5745:CG

**From:** Ernesto Magaña  
Employment Development Department

**Subject:** **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW  
PROGRAM YEAR 2009-2010  
HANFORD WORKFORCE SERVICE OFFICE  
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Hanford Workforce Service (WS) office. Claudia Greenwood and Rebeca Guerra, Associate Monitor Advocates, conducted this annual review on March 2-3, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of services provided by the EDD to MSFW.

We collected information for this report by examining the Hanford WS office's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Hanford WS office management and staff.

We received the Hanford WS office management's response via electronic mail on April 21, 2010, and reviewed their comments before finalizing this report.

Our annual monitoring review revealed the following finding:

**Finding 1:**

During the MAO pre-site review analysis, we noted that the Hanford WS office did not meet the Referred to Jobs, Referred to Education-Training, Job Development Contacts (JDC) and Referred to Supportive Services equity indicators in the July 2009 through January 2010 Indicators of Compliance (IOC) Reports.

The JS Policy and Procedure Manual identifies agricultural workers as a special client group. Both federal and EDD policy is to ensure equity of services to MSFW and non-MSFW. Also, JDC are to be made for JS clients who are considered special groups such as MSFW.

We noted that this finding was documented in last year's Final Report and discussed with local management. Consequently, we requested that the Hanford WS office submit a Corrective Action Plan (CAP) stating how it plans to address this observation.

**Citation:**

20 CFR 653.101, 653.108(h) (5), 653.109 and JS Reports Manual, Page 11.

**Recommendation:**

The MAO recommended that local management works with Workforce Services Branch (WSB) Central Office staff to ensure that EDD services provided to MSFW are properly documented in the IOC Reports as required by federal regulation and JS Policy and Procedures.

**Response:**

Hanford WS office management's response stated that the IOC report can be a valuable tool. However, the information for this office was not accurately reported until MAO staff met with the WSB Reports Section in October 2009.

After that period, it seems the information was correctly assigned to the ARU 12655 and not 12401. Hanford WS office management also stated that they were aware that happened in several other offices.

Furthermore, Hanford WS office management CAP stated that they will establish a process to ensure staff exceeds compliance based on the IOC reports, review the IOC report with staff on a monthly basis, and ensure that staff is advised daily of job openings for target market MSFW.

**Discussion:**

As stated earlier, we identified this issue during last year's review. As a result of that review finding, MAO staff worked in collaboration with WSB Reports Section to correct the reports for offices that serve MSFW in order to capture the proper data.

The EDD is required to submit quarterly reports to the U.S. Department of Labor (USDOL) on its statewide JS services. The USDOL requires that California submits the data contained in the IOC report to assess parity of services to MSFW and non-MSFW.

Because MSFW are a special client group according to EDD policy, EDD WS offices are responsible for reviewing the IOC report on a monthly basis to check the equity indicators for compliance with EDD policy and federal reporting requirements.

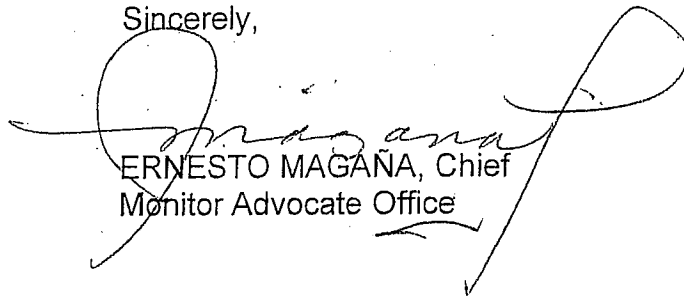
All EDD JS reports, for compliance with federal mandated requirements, are produced by WSB staff and derived from different WSB-managed databases. If there are discrepancies in data contained in different JS reports, WSB should make every effort to ensure the validity of the reports so that the data collected can be verified by USDOL and the MAO.

The MAO will continue to work collaboratively with WSB to ensure that this is accomplished.

James Diaz  
May 13, 2010  
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Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Claudia Greenwood at (916) 654-6431.

Sincerely,



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